**52 Weeks to Success C.A. Program**

**Benchmark 8**

**Recalls and Missed Appointments**

**Worksheet**

Answer the following questions:

1. How many missed appointments are occurring daily with our Pts?

2. How soon after they miss do I call them?

3. Do we have our systems in place to minimize missed appointments?

4. Have we practiced the scripts for re-connecting with our patients via phone?

5. Are we losing patients from our lack of follow-up?

6. What is our goal for improvement?

* Practice the scripts for calling on missed appointments, and for recalling patients that have not been in for awhile. Review the dialogue and communication strategies discussed in the PowerPoint presentation and in your materials.
* Practice how to handle misunderstandings/questions to fees, frequency of care, appointments, commitment to care.
* Make sure all team members are on board with how to answer questions and concerns and know what their part is.
* Know when to get the doctor involved in difficult cases.

ROLE PLAY communication when calling missed appointments.

ROLE PLAY difficult situations and different strategies for how to handle them so we don’t lose a patient.

**Resources:** CA Benchmark 3 – Telephone Procedures; CA Benchmark 8 – Handling Patient Questions and Concerns; CA Webinar: “The Importance of Missed Appointments”.